

Revised March 6<sup>th</sup> 2015

## INTRODUCTION: Ketchikan Central Office (KCO)

Although AMHS's SMS Manuals are not distributed or held by all AMHS shore side facilities or terminals - a copy of this particular Plan has been distributed to them.

The first few minutes in any emergency or disaster are critical to protect life, reduce the number of injuries, and to minimize property damage. It is important to know in advance how to respond to an emergency so you can act in a quick, orderly, and safe manner. This document provides some basic information on emergencies you may face.

Review it often.

For more detailed information, the shore side facility employee should see their respective supervisor, terminal manager or other individual designated by management at your facility, or communicate with your Manager in the AMHS Ketchikan Central Office (KCO).

## IMPORTANT REMINDERS:

During any emergency it is important to:

- **Stay calm**
- **Know evacuation routes [both primary & secondary]**
- **Know plan of action for the emergency situation**
- **Cooperate with supervisory personnel, terminal manager, or others directing or helping in evacuation**
- **Use common sense - - things may not always go exactly as planned, or as you'd expect them to proceed**
- **In the event of an emergency – BE PREPARED!**



# **Part 11.0 AMHS Facility Occupant Emergency Action Plan**

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## **CONTENTS OF THIS PLAN:**

- Employee Familiarization
- Evacuation Procedures
- Fire or Smoke
- Flood
- Bomb Threat / Suspicious Package
- Explosion
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- Hazardous Material Event
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- Work Place Violence
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- EMERGENCY CONTACT NUMBERS

## **ATTACHMENTS:**

**(Pending information request)**

- Ketchikan Tsunami Map ?????
- Ketchikan Tsunami Brochure????

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### FAMILIARIZATION:

A very important aspect of an emergency plan is familiarization. Employees should be trained to know their role in an emergency situation at your facility or inside your building. They should know how to sound an alarm or initially respond to an emergency, including helping those individuals with mobility impairments that work or visit your place of business. On a periodic basis, the facility manager and supervisory personnel should review and/or practice emergency response actions, as well as emergency egress (exiting).

The following aspects are an important part of familiarizing all employees at your facility or inside your building:

- ☐ All employees, at the facility or in the building, should learn their primary and secondary means of exiting their space and the building. This should be done within the first few days of reporting to work, and periodically reviewed by all employees at the facility or in the building. In addition, the facility/building manager(s) and/or Supervisory personnel should look at all the passageways and exit door(s) to ensure they are suitable for emergency egress (exiting) by **all** employees and/or visitors, including those with mobility impairments.
- ☐ All employees, at the facility or in the building, should learn where the fire alarm(s) are located. This should be done within the first few days of reporting to work, and periodically reviewed by all employees at the facility or in the building.
- ☐ All employees, at the facility or in the building, should learn where the nearest fire extinguisher(s) are located. This should be done within the first few days of reporting to work, and periodically reviewed by all employees at the facility or in the building.
- ☐ All employees, at the facility or in the building, should learn the basics in using a fire extinguisher. This should be done within the first few days of reporting to work, and periodically reviewed by all employees at the facility or in the building.
- ☐ All employees, at the facility or in the building, should learn who those co-workers are that may need assistance in responding to an emergency or exiting the building. The facility manager or designated supervisory personnel should assign a primary and secondary co-worker (buddy) to assist these individuals in responding to an emergency or exiting the building. The following examples are provided: During an emergency situation, if the buddy cannot be located - - the supervisor should assign at least two other buddies.
- ☐ During an emergency situation, if the buddy cannot find the mobility impaired employee - notify the supervisor, managers, and emergency response personnel.
- ☐ During an emergency situation, if it is discovered that no buddy was assigned – promptly get two co-workers to immediately help the mobility impaired individual.

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- ☐ Look at getting and staging mobility assistance devices, such as a wheelchair, stair lift, or other device that would help both the individual and the buddy help the individual exit the building.
- ☐ All employees, at the facility or in the building, should learn what the emergency alarm audible and visual signals are, and where the visible alarm signaling devices are located. The facility manager should look at all emergency direction and information signs for proper placement, quantity, and visibility.
- ☐ All employees, at the facility or in the building, should know who and how to contact emergency response personnel.
- ☐ All employees, at the facility or in the building, should learn their primary and secondary Tsunami evacuation routes for the Ketchikan Ward Cove area, See attachments.



**DISCLAIMER:** *The following section has information regarding Fire and Smoke, Bomb Threat, Explosion, Demonstrations and Hazardous Substance Incidents. If you have a Facility Security Plan then refer to and follow that plan relating to these incidents. In any case, the Company Security Officer should be contacted as soon as practical by any AMHS facility relating to these types of incidents.*

*Remember \* If you are ever in doubt regarding a security incident contact the Company Security Officer.*

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Refer to and follow your Facility Security Plan if applicable.

## EVACUATION PROCEDURES:

The alarm at your facility is used for many things, including and not limited to drills, fires, bomb threats, etc. When it goes off - - Don't worry about what it is for - - just follow these steps and evacuate **quickly**, calmly, and in an orderly manner.

- ☑ Whenever possible, take personal belongings with you – as if you were leaving the building for the day. **HOWEVER:**
  - ⇒ **DO NOT** delay your exit.
  - ⇒ If you are close to them, get them and leave promptly.
  - ⇒ If you are not close, then proceed with exiting the space/building.
- ☑ Leave light switches as they are.
- ☑ As time permits, **secure** power to equipment, tools, computers, etc.
  - ⇒ Again, do not let this delay you leaving promptly.
- ☑ The last person out of the office or space in the building should unlock the door and then shut it. This will allow emergency response personnel, such as fire fighters, bomb searchers, etc. access to all rooms and spaces of the facility, without needing to pause and get keys to unlock the room.
- ☑ **Exit the front of the building using the door nearest your location.** Follow Emergency Exit Routes as posted in the hallways.
- ☑ **If for some reason exiting the front of the building is not possible, go to the north end of the building, down the stairs and exit the building at the door next to the sprinkler manifold.** People in wheel chairs or needing assistance in transiting stairs should wait in hall above the stairwell door until the floor has been evacuated and the stair well cleared. If you or other co-workers can quickly and easily help these individuals transit the stairwell, without hindering the egress of others, then by all means exit when it is safe and comfortable for all individuals.
- ☑ **Go to a designated location, Parking Lot West of Flag Pole.**



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## FIRE AND SMOKE:

If you see fire or smoke of unknown source or origin:



- ☒ KCO doesn't not have an audio alarm system therefore Sound the alarm the alarm will be verbal, stating clearly "Fire" or "Smoke" as well as location.
  - ⇒ Everyone on the floor or in the building should learn where they are in their spaces, areas, and the building.
- ☒ Notify the following...
  - Fire/EMS 911 or 247-5521
  - Facility Manager Gail Rochell 907-228-6868
  - Occupational Safety & Compliance Officer 907-228-7277 or 907-617-9389
  - General Manager Capt. John Falvey 907-228-7250
  - Company Security Officer Jason Joel 907-228-7280 or 907-209-7499
- ☒ In the event of an evacuation, follow the basic evacuation procedures outlined in this document.
- ☒ Facilities Manager or person most familiar with the location and extent of fire and or smoke should stand-by the entrance to the building to help advise the fire department personnel where the fire/smoke is located in the building. If on the facility grounds, stand-by the area to advise the fire department personnel, and direct them to the location.

## FLOOD

### Interior Flooding of a facility

- ☐ In the event of interior flooding from a broken water line: Immediately contact facilities maintenance to notify them of the situation.
- ☐ Inform them of any oil, chemical or other hazardous materials.
- ☐ If possible secure any vital equipment or other essential items i.e. records and important papers.
- ☐ Shut off electrical equipment if it is safe to do so.
- ☐ Evacuate the area.

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## **BOMB THREAT:**

### **All employees should:**

- ☒ Keep work areas “clean” so the possibility of hiding a bomb is minimized.
- ☒ Be observant of unknown persons leaving packages or other objects in or around the building or facility.
- ☒ Help visitors to your building or facility find who they are looking for.

### **If you notice a suspicious Package:**

- ☒ DO NOT touch or move it.
- ☒ Notify your supervisor, building or terminal manager and Company Security Officer.
- ☒ Evacuate the area, if necessary.
- ☒ Notify the Building Manager
- ☒ Await further instruction.

### **If you receive a bomb threat:**

- ☒ Record information on Bomb Threat Checklist *[see end of this Document]*.
- ☒ Notify your supervisor, building or terminal manager and Company Security Officer.
- ☒ Notify the Building Manager
- ☒ Await further instruction.

## **SUSPICIOUS PACKAGE**

- ☒ State agencies receive a variety of packages every day.
- ☒ Some of these items are sent through the US Mail and some are delivered by couriers.
- ☒ Be aware of letters or packages with suspicious traits including:
  - ☐ No return address
  - ☐ Postmark showing a very different location than the return address
  - ☐ Misspelled words or poor handwriting, printing or typing.
  - ☐ Packages with titles only. No name or incorrect positions or titles.
  - ☐ Restrictive markings like Private, Personal or to be opened only by.
  - ☐ Excessive postage, no postage or cancelled postage
  - ☐ Excessive use of tape or unprofessional coverings
  - ☐ Rigid or bulky envelopes.
  - ☐ Oily stains, odd smells or sounds inside.
  - ☐ Wires protruding from packages.
- ☒ If you discover packages with any of these traits or something that does not look right, inform your supervisor and local emergency response personnel.
- ☒ Use your best judgment. If you are concerned it's better to be safe than sorry.

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## **EXPLOSION:**

If there is an explosion:

- ☒ Take cover under a table or desk to protect yourself from flying glass or debris.
- ☒ Notify the local emergency response departments, by calling 911.
- ☒ Notify the Facility Manager.
- ☒ In the event of an evacuation, follow evacuation procedures outlined in this document.

## **DEMONSTRATIONS:**

Information regarding a demonstration or rumors of a demonstration or a group of individuals demonstrating or doing inappropriate things outside the building or facility boundaries, or someone in the building or facility perimeter that is threatening or acting suspicious notify the following:

- |                          |   |                                     |
|--------------------------|---|-------------------------------------|
| <input type="checkbox"/> | <b>If necessary - call the State Troopers:</b>                    | <b>911 or 225-5118</b>              |
|                          | <b>KPD</b>  | <b>911 or 225-6631</b>              |
| <input type="checkbox"/> | <b>Facility Manager Gail Rochell</b>                              | <b>907-228-6868</b>                 |
| <input type="checkbox"/> | <b>General Manager Capt. John Falvey</b>                          | <b>907-228-7250</b>                 |
| <input type="checkbox"/> | <b>Company Security Officer Jason Joel</b>                        | <b>907-228-7280 or 907-209-7499</b> |
| <input type="checkbox"/> | <b>Occupational Safety &amp; Compliance Officer Edsel Clayton</b> | <b>907-228-7277 or 907-617-9389</b> |
| <input type="checkbox"/> | <b>Building Owner (PSSA) Power System Supplies of Alaska</b>      | <b>907-228-6625</b>                 |
| <input type="checkbox"/> | <b>Give details.</b>  |                                     |

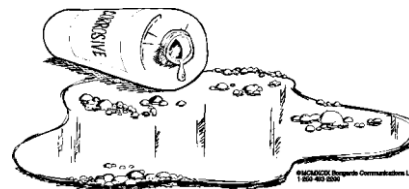


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### **HAZARDOUS SUBSTANCE INCIDENT:**

Any release of a hazardous chemical or material that cannot be contained by available methods should be reported immediately.



- ☐ If possible secure ignition sources and gas lines.
- ☐ If drains are present try to keep material from entering.
- ☐ Evacuate the area or facility and notify all personnel within the facility, Ensure individuals are directed “away from” the incident location.
- ☐ Avoid breathing vapors of spilled material.
- ☐ Use eyewash or shower if needed to decontaminate.
- ☐ Anyone contaminated should avoid contact with others, remain in the vicinity and report to emergency response personnel when they arrive

### **POINTS OF CONTACT:**

**Notify the following and give specifics regarding the incident.**

North Tongass Fire/EMS at 911 or 247-5521

Facility Manager Gail Rochell at 228-6868

Environmental Program Specialist Racheal Teel 907-228-6825 or 907- 821-2786

Occupational Safety & Compliance Officer Edsel Clayton at 907-228-7277 or 907-617-9389

Building Owner (PSSA) Power System Supplies of Alaska 907-228-6625

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## **EARTHQUAKE:**

### **During the earthquake:**

If it occurs while you are indoors:

- ⇒ Get under a desk or table, or brace yourself in a doorway.
- ⇒ Stay away from windows and overhead light fixtures.

If it occurs while you are outdoors:

- ⇒ Move to an open area away from overhead hazards, such as power lines, stacks or piles of items, buildings and glass fixtures, street or parking lot light fixtures, etc.

If it occurs while you are in a vehicle:

- ⇒ Stop carefully in an open area and away from overhead hazards, such as power lines, stacks or piles of items, buildings and glass fixtures, street or parking lot light fixtures, etc.
- ⇒ Stay in the car and listen to the radio for information.

### **After the earthquake:**

#### **☒ DO NOT**

- ☒ DO NOT - go inside a building or facility - evacuate until directed by the facility manager, the supervisor, or other designated individual.
- ☒ DO NOT use telephones to get information. Listen to a battery radio for information.

#### **☒ DO**

- ✓ Cooperate with police & safety personnel.
- ✓ Remain calm.
- ✓ Check for injuries to yourself and others nearby.
- ✓ Help others as necessary.
- ✓ Report injuries and damage to your supervisor, or emergency response personnel.
- ✓ If light is needed – use a flashlight. Avoid using matches or candles.
- ✓ Prepare for the possibility of more shaking.
- ✓ Learn the primary and secondary Tsunami evacuation routes for the Ketchikan / Ward cove area

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## **VOLCANIC ERUPTION**

### **Purpose:**

To outline procedures for an effective response to protect resources and maintain operational capability in the event of heavy ash fallout following a volcanic eruption.

### **Execution:**

The following actions may not always be required but must be considered in the event of volcanic ash fall. They are not specifically listed in order of response.

### **Actions:**

#### Notification Phase:

- ☐ Ensure EOC is prepared to receive emergency management personnel.
- ☐ Contact the SECC at 428-7100 to establish telephone communication.
- ☐ Disseminate weather warning to Airport personnel.
- ☐ Dial 511 for regional weather travel information system.
- ☐ Consider protection of personnel, equipment, and facilities.
- ☐ If tsunami warning is issued disseminate information. . (All employees, at the facility or in the building, should learn their primary and secondary Tsunami evacuation routes for the Ketchikan/Ward Cove area.)
- ☐ Consider health hazard and personal protection actions.
- ☐ Determine available stocks of protective (dust) masks.
- ☐ Determine available stocks of air filters, oil filters, and motor oil for vehicles
- ☐ Determine available stocks of HVAC filters for facilities.

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## **TSUNAMI**

### **Purpose:**

To outline procedures for an effective response to save lives, protect resources, and maintain operational capability in the event of a tsunami.

### **Execution:**

The following actions may not always be required but must be considered in the event of a tsunami and are not specifically listed in order of response.

### **Actions:**

#### **Notification Phase:**

- ☐ Ensure EOC is prepared to receive emergency management personnel.
- ☐ Contact the SECC at 428-7100 to establish telephone communication.
- ☐ Disseminate weather warning to Airport personnel.
- ☐ Dial 511 for regional weather travel information system
- ☐ Establish media hotline/rumor control.
- ☐ Consider evacuation of affected areas.

#### **Response Phase:**

- ☐ Direct protection of personnel, equipment, and facilities.
- ☐ Evacuate affected areas in accordance with local Tsunami map and direction signs to high ground.
- ☐ Ensure communications capability is maintained.
- ☐ Secure all loose items
- ☐ Ensure utilities are shut down, as required.

#### **Recovery Phase:**

- ☐ Ensure resources and property is safeguarded and secure.
- ☐ Initiate damage assessment.
- ☐ Evaluate recovery priorities.
- ☐ Determine status of:
  - o Mission
  - o Equipment
  - o Need for additional assistance
- ☐ Photograph effected areas
- ☐ Prepare news releases.
- ☐ Procure needed equipment and supplies.
- ☐ Develop short and long term recovery plan.
- ☐ Support requests for aid from other Departments, agencies, and local government.

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## **VIOLENCE IN THE WORKPLACE**

Any person or persons threatening to do harm to you or your facility are considered a danger and should be reported immediately.

If you observe an altercation:

- ☐ Notify your supervisor and local enforcement authorities, as soon as possible.
- ☐ Provide as much information as possible including the details of the altercation, number of personnel involved and specifics.
- ☐ If possible do not get involved or allow the situation to escalate.
- ☐ Stay calm until local authorities arrive.

## **ACTIVE SHOOTER**

- ☐ Lock and then Barricade the door with large objects if possible
- ☐ Remain in place until police tell you it is all clear. Unfamiliar voices may be criminal attempting to lure victims from safety; do not respond to any voice commands until you verify with certainty that they are coming from police

### **Spread Out**

- ☐ If there are several people in the area, spread out
- ☐ Do not huddle together as it makes a larger target

### **Take Out**

- ☐ If there is absolutely no opportunity for escape or hiding, you must assume the shooters intentions are lethal and you may have to confront the assailant.
- ☐ **THIS SHOULD BE CONSIDERED THE LAST RESORT.**
- ☐ You must be prepared to do whatever is necessary to overcome and neutralize the shooter. You will have to disrupt or incapacitate the shooter.
- ☐ Throwing things, yelling and using improvised weapons can be effective in this situation but you must be totally committed and resolved to act more aggressively than ever before.
- ☐ If the shooter leaves the area, either play dead until help arrives or proceed immediately to a safer place, do not touch anything that was in the vicinity of the shooter.

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## **HOSTAGE SITUATION**

If you witness a hostage situation and the Hostage Taker is unaware of your presence:

- ☐ DO NOT INTERVENE
- ☐ Assess the situation. Do not put yourself in danger.
- ☐ Call Law Enforcement personnel and give as much detail as possible.
- ☐ Do not let others into the area where the event occurred.

### **If you are taken hostage:**

- ☐ Be patient and remain calm. Time is on your side. Do not threaten or intimidate your captor. Avoid drastic actions.
- ☐ Before you say or do anything, consider the threat to yourself and any others involved.
- ☐ If necessary to speak, ask permission first. Do not talk down to your captor who may be in an agitated state. Maintain eye contact at all times but do not stare.
- ☐ If medications, first aid or restroom privileges are needed calmly say so. Be observant. When you are released the personal safety of others may depend on what you remember about the situation and are able to communicate to authorities.

## **BUILDING LOCK-DOWN**

A facility Lock Down may be needed during an actual or threatened event.

- ☐ Clear hallways, restrooms and other rooms that cannot be secured.
- ☐ Lock all office doors and windows and pull down shades.
- ☐ Move people away from windows and doors. Turn off lights.
- ☐ Keep out of site. Take cover behind an object if possible.
- ☐ Do Not respond to anyone at the door until a recognized official gives the all clear.

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### **SHELTER IN PLACE**

Shelter in place measures means to seek an immediate temporary place inside a structure to wait out a situation. As an example it may be needed to address the release of toxic chemicals within or adjacent to your facility.

If you are located in a building when a shelter in place plan is announced remain there until instructed to do otherwise.

The best location to choose for a Shelter in place is a room in your facility with the fewest number of windows and doors. A large room or hallway with a water supply is desirable. During some shelter in place events shutting down heating and ventilation systems be required to prevent or limit the movement of air into a building.

If your facility does not have a plan, contact your supervisor for instructions.

### **ANIMAL & INSECTS**

Any direct contact with an unknown animal, especially if it results in a bite or scratch, could have serious consequences (such as rabies)

- ☐ Any animal wondering loose should be reported to animal control.
- ☐ If a wild animal gets inside a building, try to safely isolate it in a room by closing doors or windows keeping people way. Contact the proper authorities for assistance. Only trained personnel should handle wild animals.
- ☐ In the case of a bite or other injury caused by an animal or venomous insect i.e. (Spider) or allergic reaction to an animal or insect, contact medical assistance immediately. Be prepared to give your name, location and if possible species involved.
- ☐ Try to remove the affected person and yourself from danger. Tell others to vacate the area if animal is still nearby. Help the victim to immobilize the bite area and make them as comfortable as possible until assistance arrives.

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## **MEDICAL EMERGENCY**

When an injury or illness occurs, evaluate the situation:

- ☐ In the case of minor injury or illness assist the victim if possible using proper precautions and or refer them to medical facilities.
- ☐ In the case of life threatening injury or illness:
  - o Stay calm assess the situation
  - o Call for help immediately
  - o If you are certain that no back or neck injury is present you can move the victim to allow fluids to drain. Keep victim still and wait for emergency response personnel.
  - o Check breathing and initiate first aid if trained to do so.
  - o Stop bleeding with direct pressure to the affected area.

You may be asked to help complete injury and illness reports so try and remember all pertinent details of the incident.

## **SEIZURE**

Notify your local emergency response personnel as soon as possible. The primary role of a bystander when someone is having a seizure is to try and prevent injuries.

This can be done by following these steps:

- ☐ Cushion the victims head.
- ☐ Loosing any tight fitting neckwear.
- ☐ Do not attempt to restrain or hold the person down.
- ☐ Do not place anything in the persons mouth.
- ☐ Remove sharp objects from the area around the person.
- ☐ Reassure other bystanders who may be panicking.
- ☐ Turn the person onto their side when convulsions cease.
- ☐ Observe and report seizure information to emergency response personnel upon arrival.



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### **POINTS OF CONTACT:**

North Tongass Fire/EMS	911 or 247-5521
Security Officer Jason Joel	907-228-7280 or 907-209-7499
Environmental Program Specialist Racheal Teel	907-228-6825 or 907- 821-2786
Occupational Safety & Compliance Officer Edsel Clayton	907-228-7277 or 907-617-9389
Facility Manager Gail Rochell at 228-6868	
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(if applicable- i.e. Building manager, Terminal Manager Supervisors)

FIRE, POLICE, AMBULANCE: 911 [see last page of this document]

**INDIVIDUAL DATA:** *[use for mustering or other note taking]*

[illegible]

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## Bomb Threat Check List

Remain calm. Be patient and try to sound friendly. DO NOT interrupt the caller. Encourage the caller to talk. However, ask the questions outlined below. Use additional page or reverse side of this Checklist as needed.

**Date Reported:** [\_\_\_\_/\_\_\_\_/\_\_\_\_] **Time:** [\_\_\_\_\_] [ ] am [ ] pm

**Person taking call:** [\_\_\_\_\_] [Name & Position]

**Words of caller:** [try to be as exact as possible] [\_\_\_\_\_] [\_\_\_\_\_] [\_\_\_\_\_]

[\_\_\_\_\_]

[\_\_\_\_\_]

[\_\_\_\_\_]

### QUESTIONS TO ASK:

✍ When is the bomb going to explode? [\_\_\_\_\_]

✍ Where is the bomb right now? [\_\_\_\_\_]

✍ What kind of bomb is it?  
[\_\_\_\_\_]

✍ What does it look like? [\_\_\_\_\_]

✍ What will cause the bomb to explode? [\_\_\_\_\_]

✍ Why did you place the bomb? [\_\_\_\_\_]

✍ Where are you calling from? [\_\_\_\_\_]

### DESCRIPTION OF THE CALLER'S VOICE:

[ ] Male [ ] Female [ ] Young [ ] Middle Age [ ] Old

Accent: [ ] Foreign [\_\_\_\_\_]

Tone of voice: [ mark all that apply in your opinion]

[ ] Calm [ ] Excited [ ] Angry [ ] Slow [ ] Fast  
[ ] Quiet [ ] Loud [ ] Normal [ ] Deep [ ] High  
[ ] Slurred [ ] Stutter [ ] Lisp [ ] Disgusted [ ] Confident  
[ ] Confused [ ] Intoxicated [ ] Laughing [ ] Crying  
[ ] Clearing Throat [ ] Educated [ ] Uneducated [ ] Idiom  
[ ] Technical Terms [\_\_\_\_\_]  
[ ] Familiar: Is voice familiar? If so, who did it sound like? [\_\_\_\_\_]

Background Noise: [ mark all that apply in your opinion]

[ ] Traffic/Street [ ] Trains [ ] Aircraft [ ] Heavy

Machinery

[ ] Office Equipment [ ] Music: [ ] Voices [ ] Animals  
[ ] Children [ ] Other: [\_\_\_\_\_]

Additional Remarks/Comments: [\_\_\_\_\_]

[ ] Continued on next page or on reverse side of this form.

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**Additional Comments, Observations, Remarks, etc.**

[illegible]

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*The following information should be posted by each telephone at your facility. The size will depend on the space available next to the telephone. It is recommended that a copy of this page, with all the information clearly written or typed be posted by the main telephones in the building.*

### **EMERGENCY CONTACT INFORMATION**

#### ENTITY

#### TELEPHONE NUMBER

AST:

911 or 225-5118

KPD:

911 or 225-6631

Fire/EMS:

911 or 247-5521

Ambulance:

911 or 225-9616

Hospital/KGH:

225-5171

U.S. Coast Guard:

225-5666 or 800-478-5555

Poison Control:

800-222-1222

Assist Borough Mgr: 228-6625 or 415-827-0297